

23 September 2021

Dear Arcare Community,

I would like to address some of the concerns that have been raised in response to our letter sent 9<sup>th</sup> September regarding precautions for non-vaccinated visitors. We thought it would be beneficial to address them in one update.

### 1. Vaccination of visitors

We did not and do not mandate that visitors be vaccinated. You will not be prevented from visiting your loved ones in our residences solely because you are not vaccinated.

Rather, visitors aged over 12 who are not vaccinated may be required to wear some level of PPE and undergo pre-entry testing under the advice of health authorities, or as a measure initiated by Arcare to reduce risk to residents (e.g. in local areas where there is high local transmission of COVID-19). Visitors entering relevant residences will be provided with relevant information ahead of their visit.

Given that Arcare supplies the relevant PPE, we did not see a need for a long lead time to implement these actions. PPE requirements can range from only a mask to full protective N-95 mask, shield, gown and gloves. The degree of PPE required and whether a test is warranted will depend upon the risk of COVID-19 transmission in the community where the residence is located.

In addition, the rapid antigen test will only be utilised when heightened levels of screening are required, while PCR testing (which is Australia's gold standard preferred testing) will be Arcare's preference at this time.

The Residence Manager is provided with guidance for PPE and testing requirements on a regular basis by Arcare's infection control team and will contact you directly when changes are made to entry requirements on site.

We appreciate that, with respect to Queensland in particular, there is typically low or no community transmission of COVID-19. However recent events have demonstrated that this can change rapidly, and we need to be able to move quickly to manage the risk of transmission to clients and team members as that arises. We believe that minimal amounts of PPE in these areas will be sufficient unless transmission increases.

### 2. Vaccination rates of team members

Vaccination status of team members across States can be found on our website at <https://arcare.com.au/important-notice/>.

### 3. Disclosure of health information

We require evidence of your vaccination status to determine whether PPE and testing may be required. Any such information is collected, held, and used in accordance with our privacy policy. If you do not wish to provide that information that is absolutely your right but, in those circumstances, we will have to assume that you are not vaccinated and require PPE and testing accordingly.

### 4. Feedback from families and clients

Some people have asked us to disclose the feedback we have received and want to understand how we had collected that information. This was not a formal survey, but a reflection of anecdotal information feedback received from Residence Managers who had been speaking to family members and clients.

If you have any further queries, email [Vaccination.Enquiries@arcare.com.au](mailto:Vaccination.Enquiries@arcare.com.au).

We draw your attention to the following:

- View the exposure site list for NSW [here](#), VIC [here](#) and QLD [here](#).
- Get tested and isolate if you are unwell or are a close contact of COVID-19.
- Contact the Older Persons Advisory Network [here](#); Head to Health [here](#) or Beyond Blue [here](#).

I would like to acknowledge that this is a challenging time, and we are grateful for your support.

Yours sincerely,



**Colin Singh**

Chief Executive Officer, Arcare